

**Minutes of the National Scrutiny Committee Meeting held on  
Wednesday 20 July 2016 at Riverside Head Office, Liverpool**

**Present:**

Keith Harkness, Linda Perry, Glynn Williams, Ann Rignall, Paul McGregor,

Observers: Walter Macfarlane and Julie Moss (Federation Executive)

**Staff:**

Mark Hoskisson, Maxine Davis

**Apologies:**

Michael Fullerton, Ivy Isherwood, Maria Milford (all accepted)  
Rachel Hayes (staff)

**1. Minutes of last NSC meeting:**

Agreed as accurate.

**2. Matters Arising:**

**a) Responsive Repairs:**

- Linda Perry reported that on advice there were no further legal queries regarding the Responsive Repairs Responsibilities.
- Mark Hoskisson to remind Mark Burnett to send Rachel Hayes full Repairs Policy document for circulation to NSC.
- Paul McGregor to chase up Michael Fullerton

**b) Smart Recommendations**

- On texts thirty minutes before appointments anecdotal evidence was conflicting. Agreed that the new appointment system and texting service be reviewed after three months and that it be a potential national scrutiny exercise.

- Gas safety – is Promaster working properly? NB: what happens to reports issued by gas safety inspectors where issues have been identified and raised and they are Riverside repairing responsibilities. Who is responsible for following up reports? RH to contact Mark B to question this and report back to next meeting. Also RH to circulate new gas safety leaflet for NSC to look at.
- Marketing and Communications - Invite Hugh Owen to the next National Scrutiny Meeting to discuss prospects for tenant input into Riverside's communication channels going forward. NSC members to email Mark H with ideas for tenant input, issues with existing communications/newsletters etc., by 31/08/16.

### 3. Feedback on Care and Support Complaints Report:

Linda Perry fed back to NSC on C&S report discussed last month and stressed that it was an excellent report.

Following discussion it was agreed that the NSC would monitor the action plan to assess if anything further needed to be pursued with regards to complaints but that one issue the NSC would ask the fed Exec to look at is whether they can discuss with Riverside the best means of ensuring how all tenants, residents and customers can access the current complaints procedure.

### 4. Divisional Updates:

- a) Cumbria – Carried out a doorstep survey on possibility of shifting 48 week rental payments to 52. Majority prefer 48 week. The report is published on the web site. Noted by NSC that this was not a scrutiny exercise but a report compiled at Riverside's request by the panel.

Quick scrutiny on service charge being carried out.

- b) Irvine – Panel has been involved in an all Scotland tenants Chatter project and that panel is seeking accreditation from Tenant Information Services.

### 5. Smart Recommendations Update

Report received from John Wood regarding the incentive scheme (see attached). Principal proposal is that scheme be put on hold. NSC do not object to this.

The NSC was **satisfied** with John's response and will return to the issue when the implications of the TOM project have become clear on this issue.

## **6. Complaints Panel:**

The management of the Tenant Complaints Panel has now been moved to the Resident Involvement team which has proposed that the panel not only act as the stage three panel but that it undertake complaints analysis and feed reports into the NSC. The NSC welcomed this proposal.

## **7. Governance Sounding Board:**

Walter Macfarlane reported that there will be three representatives on the proposed new Neighbourhood Services Committee and that expressions of interest would be welcome from NSC members. Timetable for this to be notified to members when agreed by Riverside. Fed Exec will make its nominations at its September meeting.

## **8. Termination of Tenancy Contract**

Agree to defer to next meeting. RH to circulate relevant documents.

## **9. Federation Core Brief/Board Headlines**

Noted.

## **10. AOB:**

Discussion of eligibility for membership of scrutiny bodies to be discussed at next meeting.

Issue of payment in advance when you move from benefits to waged work raised – agreed that rent collection methods should be the subject of a future scrutiny exercise.

**Date and Time of Next Meeting:** Wednesday 21 September 11.00am to 3.00pm, to be held in Riverside Head Office Lecture Theatre Speke.

**Meeting closed**